

APPENDIX B

**Minimum CARE
End-to-End Process Flows**

**A Joint Proposal by
AT&T Corp., Sprint Corporation and WorldCom, Inc.**

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SECTION 1

NEGATIVE END USER IMPACTS

The following conditions describe the negative end user experiences when critical end user information is not exchanged universally between Carriers. These conditions include requests by the end user to change Local Service Providers and/or change PIC selection. This exchange of information is required so Carriers can provide accurate timely customer service and billing to all end users regardless of their choice of Local Service Providers and/or PIC selection(s) at any given time.

End User Initiated PIC Change(s)

► LSP Fails To Notify Losing Carrier (old AC) That End User Has Changed PIC

Billing errors will result and can only be remedied if the **LSP** sends a disconnect order to old AC.

- ▷ End user may be required to make numerous calls to Carrier(s) to resolve billing problems.
- ▷ End user may continue to receive an invoice for monthly recurring charges/optional call plan fees from old AC.

► LSP Fails To Notify Gaining Carrier (new AC) That End User Has Changed PIC

Service problems will result and billing errors will occur. The new AC has no account established for end user but will receive network usage. There is no reliable capability for the new AC to identify the new **LSP** thus, there is no way for the new AC to obtain BNA for the end user to facilitate accurate, timely billing.

- ▷ End user will be able to make long distance calls on the new AC network but may not receive an invoice.
- ▷ **As** a result of no receipt of CARE by the new AC, the new AC may place a network block on the end user's line, bill the end user at an incorrect rate or not bill them at all.
- ▷ End user may be required to make numerous calls to Carrier(s) to resolve billing problems

End User Initiated Change in Local Service Providers With or Without PIC Selection(s) Change

► *Old/Losing LSP Fails To Notify Existing AC That End User Has Changed Local Service Providers*

Notifications of a change in an end user's Local Service Provider do not include a definitive PIC status. Additionally, in those situations where the existing AC is notified of a change in LSP, often times the identity of the new LSP is not communicated to the existing AC(s). Thus, the existing AC(s) has/have no industry defined method to identify the new LSP if the new LSP is a Resale/Unbundled Switching LSP. As a result, the existing AC(s) must make a business decision to either continue to leave the end user as PIC'd OR remove the end user from the AC base and risk inaccurate billing, unless a CARE record is received from the new LSP indicating the PIC was retained.

- ▷ End user may be required to make numerous calls to Carrier(s) to resolve billing problems.
- ▷ If the end user chose to retain his existing PIC selection(s), inaccurate end user billing may result with higher rates as usage continues to flow.
- ▷ If the end user chose to change the PIC selection(s), continued inaccurate billing complaints may result at the company executive, state and/or federal regulatory levels.

End User Initiated Change in Local Service Providers With or Without PIC Selection(s) Change (continued)

► *New/Gaining LSP Fails To Notify New AC (or Retained Existing AC) That End User Has Changed Local Service Providers and Selected AC as His/Her PIC Selection*

The new AC has no account established for end user but will receive network usage. There is no reliable capability for the new AC to identify the new LSP thus, there is no way for the new AC to obtain BNA for the end user to facilitate accurate, timely billing and customer service for this end user. Due to no receipt of CARE by the new AC from the new LSP, the new AC may place a network block on the end user's line or bill the end user at an incorrect rate or not bill them at all.

- ▷ The end user may not be able to make long distance calls on the new AC network, or may receive an invoice billed at higher rates, if the new AC(s) was/were not informed of the end user's PIC selection.
- ▷ End user may be required to make numerous calls to Carrier(s) to resolve billing problems

End User Initiated Account Changes That Do Not Involve a Change in Local Service Providers Or PIC Selection(s)

► *LSP Fails To Communicate Critical End User Account Information Changes To Existing PIC'd AC(s)*

When an end **user** changes his telephone number, billing name or billing address, adds a line to the existing service, disconnects an existing line or changes any other critical information, it is necessary for this information to be exchanged with the PIC'd AC(s). When account activities are not exchanged with the PIC'd AC(s), additional billing complaints and negative end **user** experiences result. The end **user** impacts are the same or very similar to those previously identified for LSP and PIC selection changes.

- ▷ End user may be required to make numerous calls to Carrier(s) to resolve billing problems
- ▷ Inaccurate end user billing may result.
- ▷ Continued inaccurate billing complaints may result at the company executive, state and/or federal regulatory levels.

SECTION 2

MINIMUM CARE END-TO-END PROCESS FLOWS

The following section provides examples of how the CARE process would operate depicting various end user request scenarios with the appropriate use of standardized CARE (TCSIs) to facilitate the exchange of end user data relative to changes in local service, PIC selections and/or critical account information. These examples illustrate the CARE TCSIs proposed in this Minimum CARE Standards document. These scenarios are not meant to be all-inclusive, but rather, a subset of the most common end user service change requests. Please refer to glossary following this section for acronym definitions.

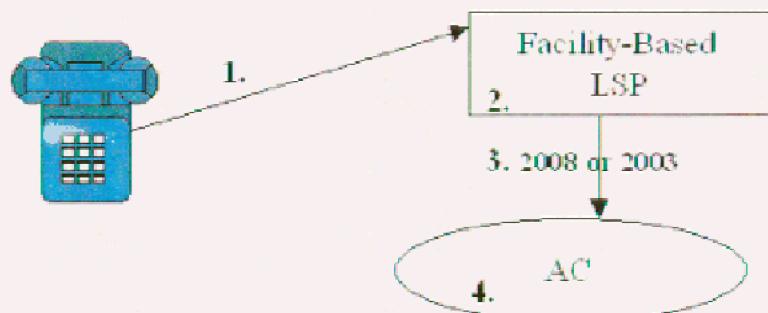
Scenario 1:

Install New Local Service Order From End User ~ Order Taken By LSP*

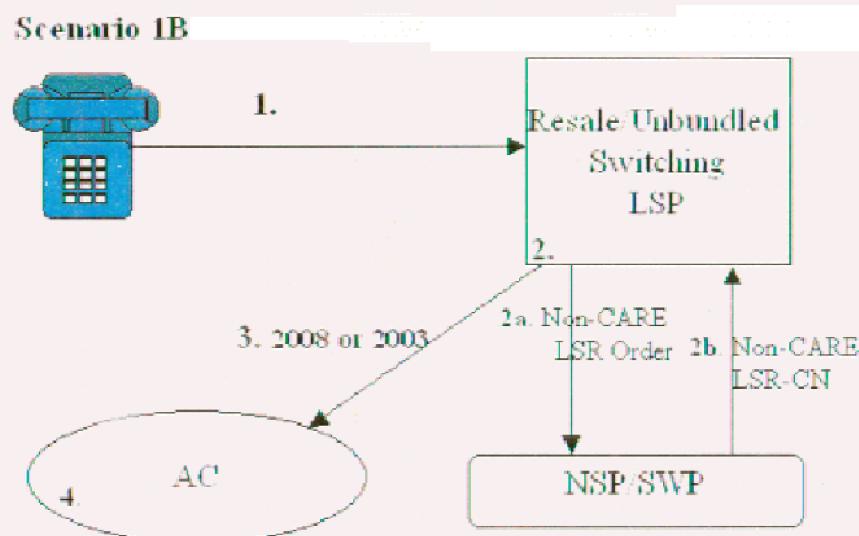
These scenarios depict the correct process to facilitate an end user's request for new local service including selection of PIC when the call is received by the LSP. Scenario depicts two different LSP arrangements:

- Scenario 1A LSP is facility-based
- Scenario 1B LSP is Resale/Unbundled Switching

Scenario 1A



Scenario 1B



Scenario 1A

1. End User calls facility-based Local Service Provider to connect new local service and select a PIC
2. Facility-Based LSP processes the end user's order
3. LSP notifies the AC of the PIC selection [CARE 2008 or 2003]
4. AC processes order - establishes end user account and initiates billing for PIC services

Scenario 1B

1. End User calls resale/unbundled switching Local Service Provider to connect new local service and select a PIC
2. Resale/Unbundled Switching LSP processes the end user's order
 - 2a.) Resale LSP notifies their NSP/SWP of the order for switch provisioning via the LSR [non-CARE]
 - 2b.) NSP/SWP processes the order ~ Notifies the LSP of order completed via the LSR-CN process [non CARE]
3. LSP Notifies the AC of the selection [CARE 2008 or 2003]
4. AC processes order - establishes the end user account and initiates billing for PIC services

* Requests for new local Service must be handled via direct contact with the LSP.

Scenario 2:

Disconnect [dial-tone] Request From End User ~ Order Taken By LSP*

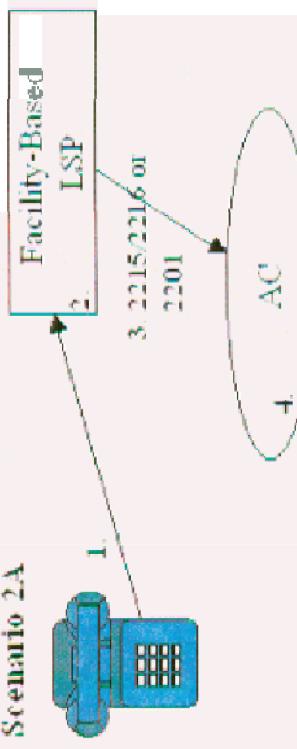
These scenarios depict the correct process to facilitate an end user's request to disconnect local dial-tone when the call is received by the LSP. (This action will discontinue local and long distance telephone service for this end user)

Scenario 2A depicts two different LSPs arrangements:

- Scenario 2A LSP is facility-based

- Scenario 2B LSP is Resale Unbundled Switching

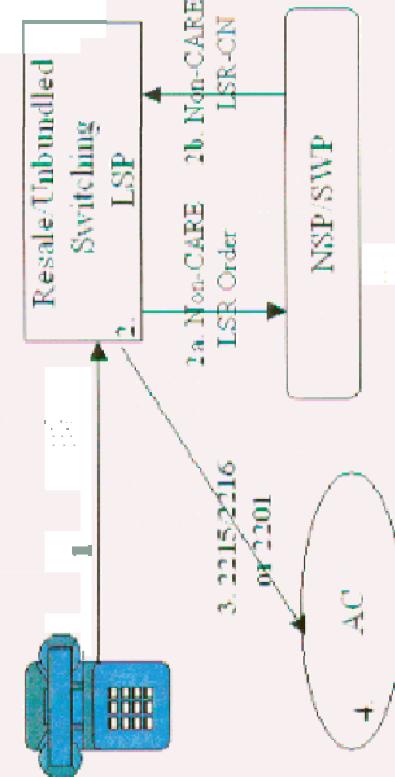
Scenario 2A



Scenario 2A

1. End User calls facility-based Local Service Provider to disconnect local telephone service
2. Facility-Based LSP processes the end user's order
3. LSP notifies the AC of the local service disconnect [CARE 2215/2216 or 2201]
4. AC processes order - updates end user account as disconnected and discontinues billing for PIC services

Scenario 2B



Scenario 2B

1. End User calls resale/unbundled switching Local Service Provider to disconnect local telephone service
2. Resale/Unbundled Switching LSP processes the end user's order
 - (2a.) Resale LSP notifies their NSP/SWP of disconnect order for switch provisioning via LSP process [non-CARE]
 - (2b.) NSP/SWP processes the order - Notifies the LSP of disconnect order completed via LSR-CN process [non CARE]
3. LSP Notifies the AC of the local service disconnect [CARE 2215/2216 or 2201]
4. AC processes order - updates the end user account as disconnected and discontinues billing for PIC services

* Requests to cancel local telephone service [dial-tone] must be handled via direct the LSP

the LSP

Scenario 3:

Existing End User Changes PIC Selection ~ Order Taken By LSP*

Scenario depicts two different LSP arrangements:

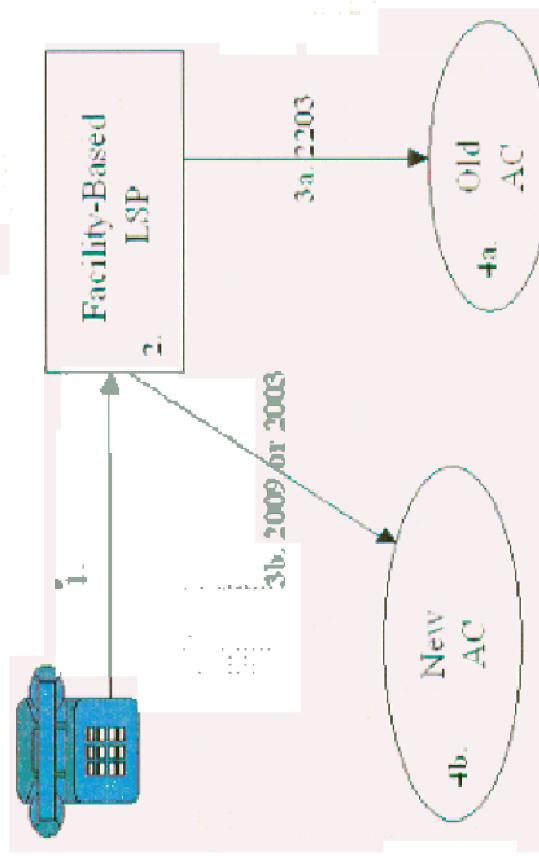
- Scenario 3A LSP is facility-based
- Scenario 3B LSP is Resale Unbundled Switching

Scenario 3A: Existing End User Changes PIC Selection ~ Order Taken by LSP

This scenario depicts the correct process to facilitate an end user's request to change PIC selection when the call is received by the facility-based LSP.

Scenario 3A

- Scenario 3A
1. End user calls his facility-based LSP to request a change to his PIC selection
 2. Facilities-Based LSP processes the PIC Change order
 3. LSP notifies the Old AC and New AC
 - (3a.) LSP notifies Old AC of end user loss [CARE 2203]
 - (3b.) LSP notifies New AC of end user selection [CARE 2009 or 2003]
 4. ACs process the notifications
 - (4a.) Old AC updates end user account information and discontinues billing for PIC services
 - (4b.) New AC establishes end user account and initiates billing for PIC services



* PIC Change requests may be handled through direct contact with the end user's LSP or through contact with the new AC of choice - who places the PIC change order to the LSP on behalf of the end user. (Also see Scenario 4)

Scenario 3:

Existing End User Changes PIC Selection ~ Order Taken by LSP *

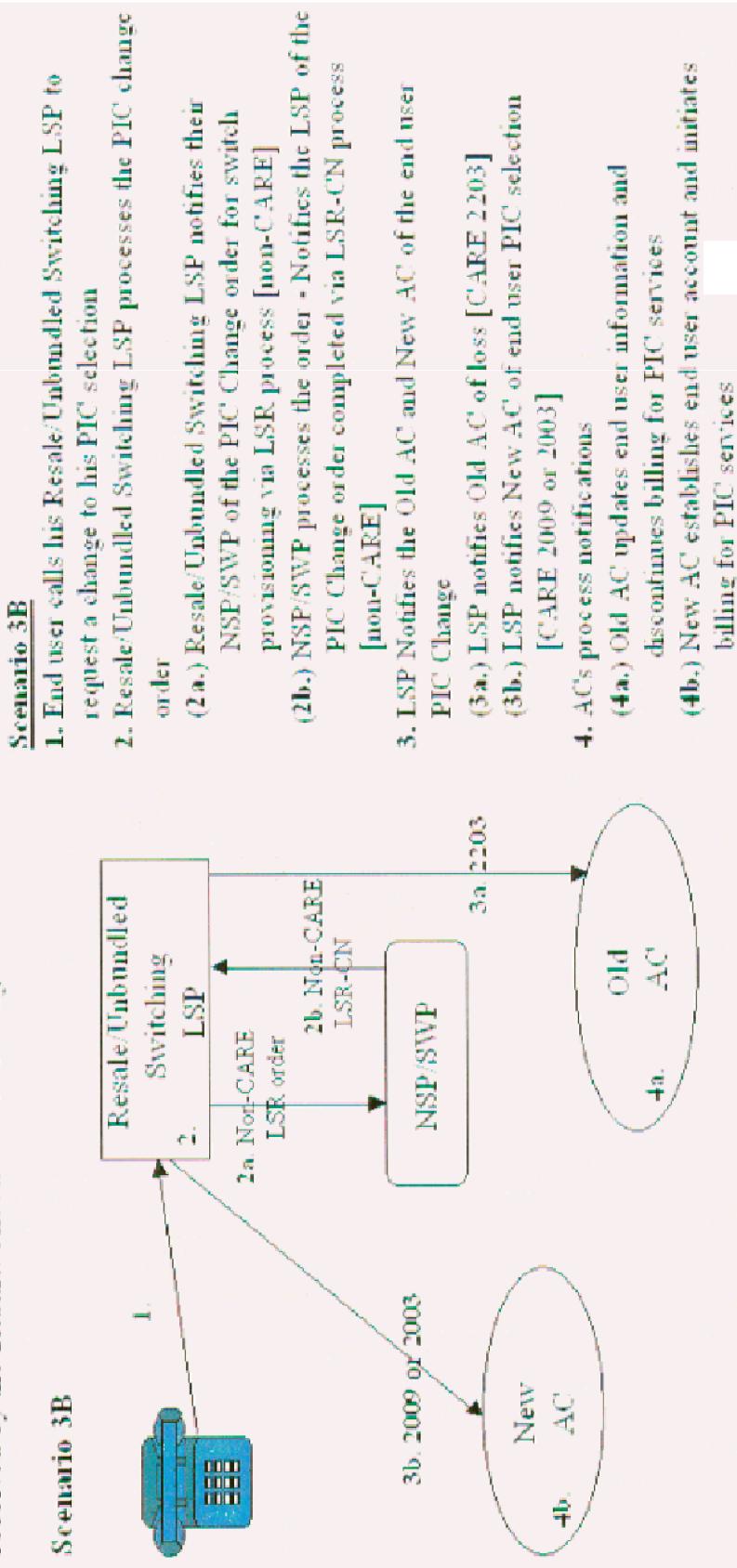
Scenario depicts two different LSP arrangements:

- Scenario 3A LSP is facility-based
- Scenario 3B LSP is Resale/Unbundled Switching

Scenario 3B: Existing End User Changes PIC Selection ~ Order Taken by LSP

This scenario depicts the correct process to facilitate an end user's request to change PIC selected when the call is received by the Resale/Unbundled Switching LSP.

Scenario 3B



* PIC Change requests may be handled through direct contact with the end user's LSP or through contact with the new AC of choice - who places the PIC change order to the LSP on behalf of the end user. (Also see Scenario 3)

Scenario 4:

Existing End User Changes PIC Selection ~ Order Taken By New AC*

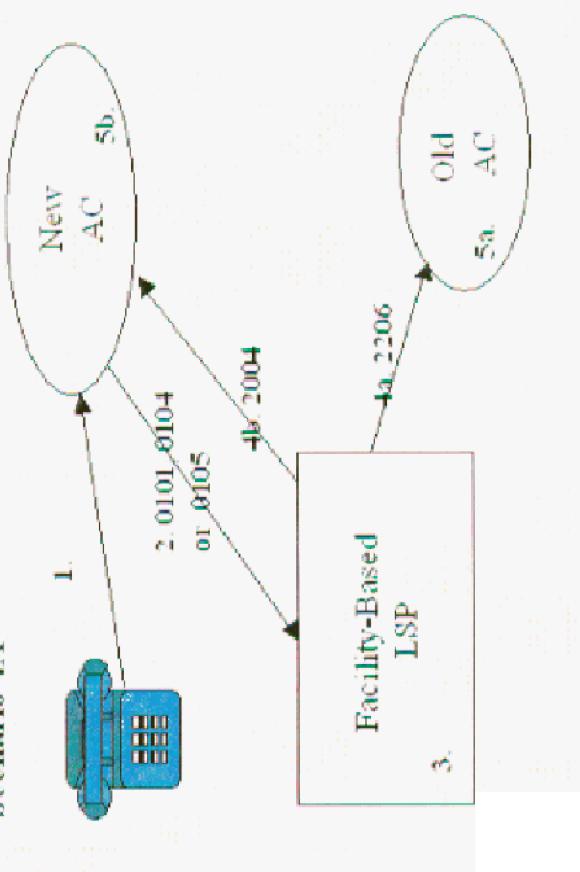
Scenario depicts three different LSP arrangements:

- Scenario 4A LSP is facility-based
- Scenario 4B and 4C LSP is Resale/Unbundled Switching

Scenario 4A: Existing End User Changes PIC Selection ~ Order Taken By New AC

This scenario depicts the correct process to facilitate an end user's request to change PIC selection when the call is received by the New AC.

Scenario 4A



* PIC Change requests may be handled through direct contact with the end user's LSP or through contact with the new AC of choice - who places the PIC change order to the LSP on behalf of the end user. (Also see Scenario 3)

Scenario 4:

Existing End User Changes PIC Selection ~ Order Taken By New AC*

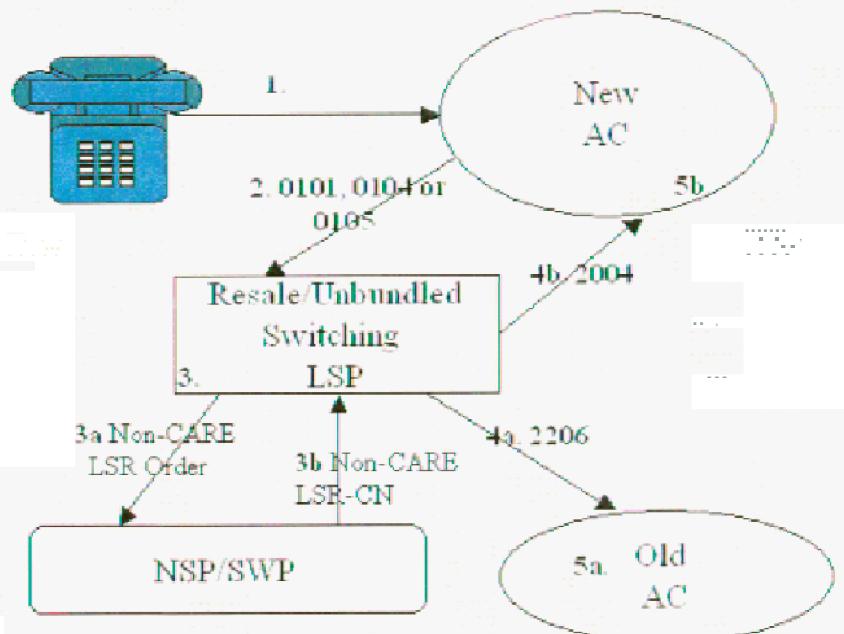
Scenario depicts three different LSP arrangements:

- Scenario 4A LSP is facility-based
- Scenario 4B and 4C LSP is Resale/Unbundled Switching

Scenario 4B: Existing End User Changes PIC Selection ~ Order Taken by New AC

This scenario depicts the correct process to facilitate an end user's request to change PIC selection when the call is received by the New AC.

Scenario 4B



Scenario 4B

1. End user calls New AC to request a PIC selection change
2. New AC notifies end user's Resale/Unbundled Switching LSP of end user's PIC change selection [CARE 0101, 0104 or 0105]
3. Resale/Unbundled Switching LSP processes the PIC Change order
 - (3a.) Resale/Unbundled Switching LSP notifies their NSP/SWP of the PIC Change order for switch provisioning via the LSR process [non-CARE]
 - (3b.) NSP/SWP processes the order - Notifies the LSP of the PIC selection order completed via the LSR-CN process [non-CARE]
4. LSP notifies the Old and New AC's
 - (4a.) LSP notifies Old AC of end user loss [CARE 2206]
 - (4b.) LSP notifies New AC of PIC selection order completed [CARE 2004]
5. AC's process notifications
 - (5a.) Old AC updates end user account and discontinues billing for PIC services
 - (5b.) New AC establishes end user account and initiates billing for PIC services

* PIC Change requests may be handled through direct contact with the end user's LSP or through contact with the new AC of choice - who places the PIC Change order to the LSP on behalf of the end user. (Also See Scenario 3)

Scenario 4:

Existing End User Changes PIC Selection ~ Order Taken By New AC*

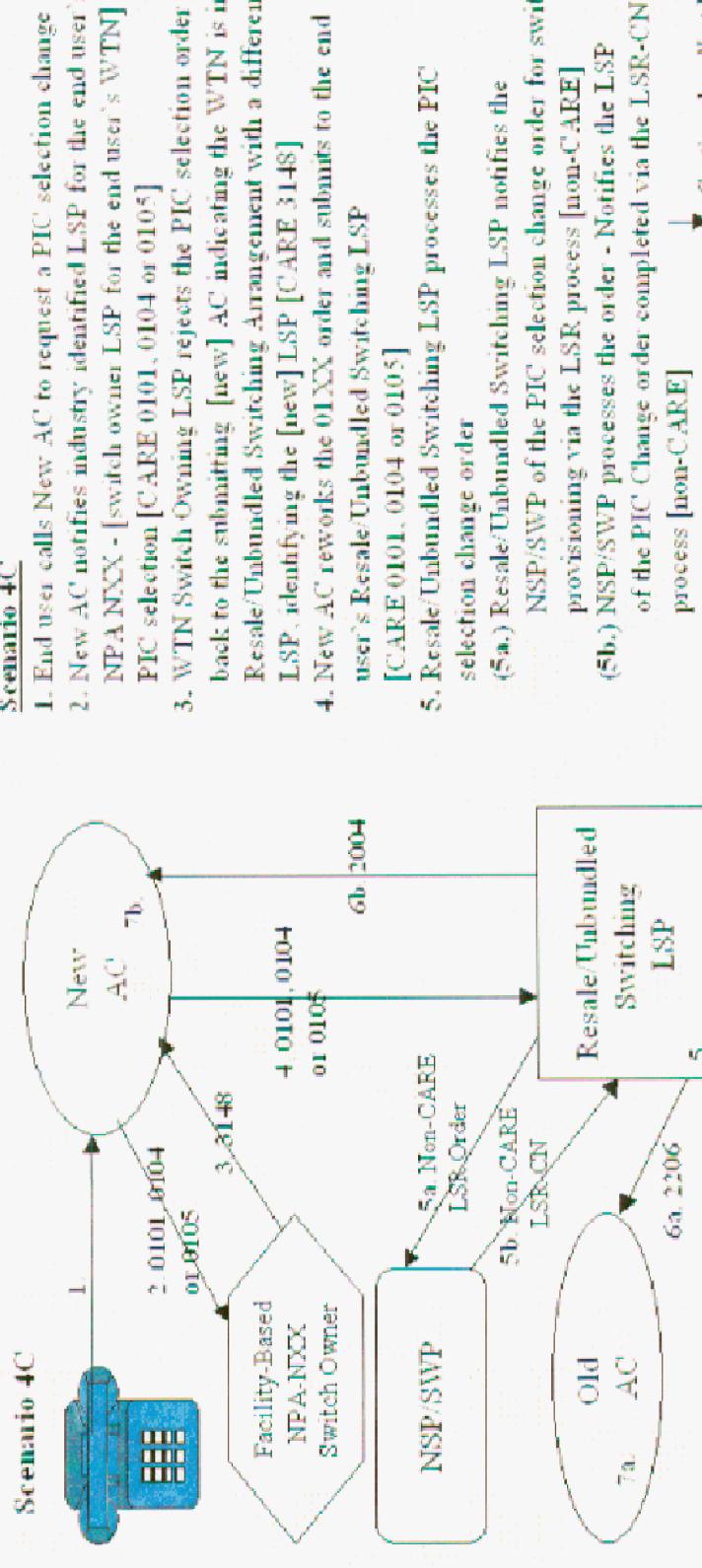
Scenario depicts three different LSP arrangements:

- Scenario 4A LSP is facility-based
- Scenario 4B & 4C LSP is Resale/Unbundled Switching

Scenario 4C: Existing End User Changes PIC Selection ~ Order Taken By New AC

This scenario depicts the correct process to facilitate an end user's request to change PIC selection when the call is received by the New AC, and the identity of the end user's Resale/Unbundled Switching LSP is unknown to New AC

Scenario 4C



* PIC Change requests may be handled through direct contact with the end user's LSP or through contact with new AC - who places the PIC Change order to the LSP on behalf of the end user. (Also see Scenario 3)

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Scenario 4 (continued):

Existing End User Changes PIC Selection ~ Order Taken By New AC *

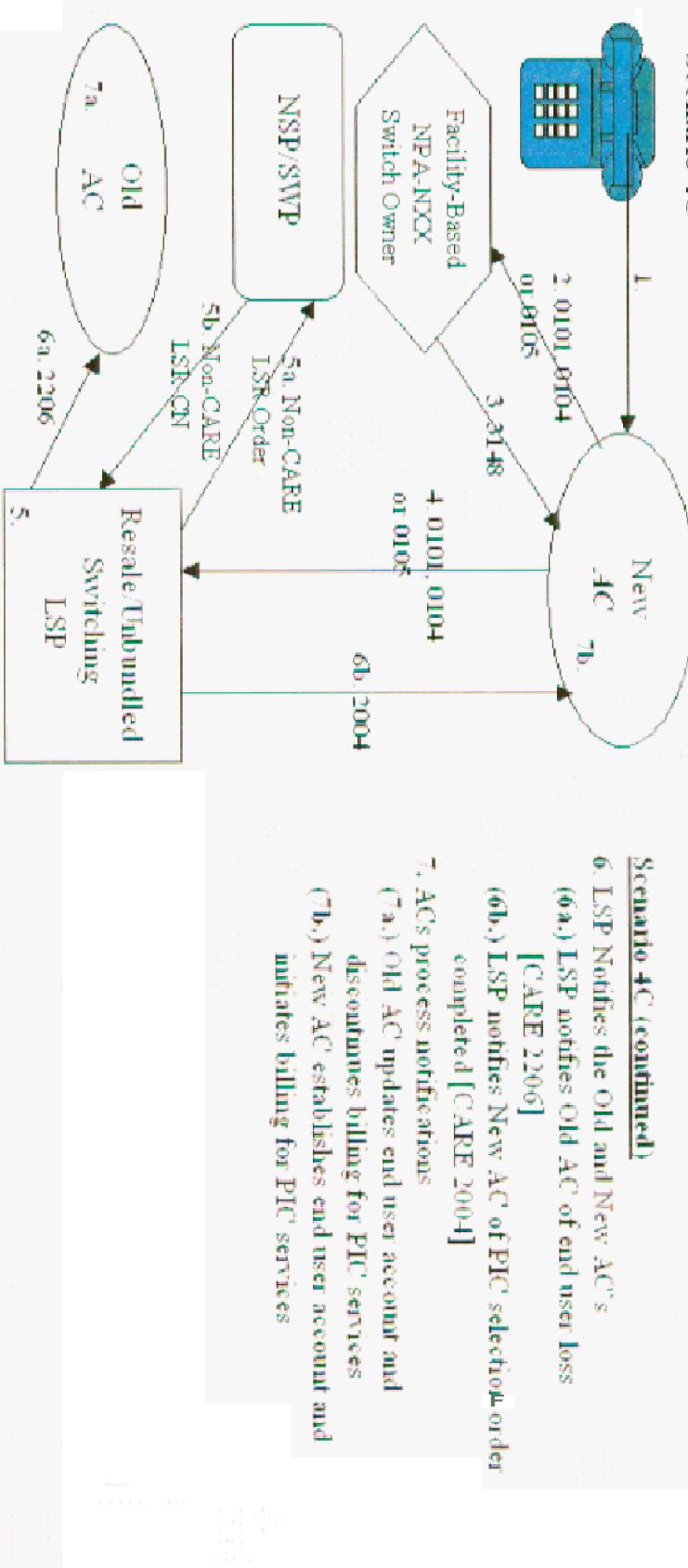
Scenario depicts three different LSP arrangements:

- Scenario 4A LSP is facility-based
- Scenario 4B & 4C LSP is Resale/Unbundled Switching

Scenario 4C: Existing End User Changes PIC Selection ~ Order Taken By New AC

This scenario depicts the correct process to facilitate an end user's request to change PIC selection when the call is received by the New AC, and the identity of the end user's Resale/Unbundled LSP is unknown to New AC

Scenario 4C



- PIC Change requests may be handled through direct contact with the end user's LSP or through contract with new AC - who places the PIC Change order to the LSP on behalf of the end user. (Also see Scenario 3).

Scenario 5:

End User Changes Local Service Provider and Retains or Changes Existing PIC Selection ~ Order Taken By New LSP

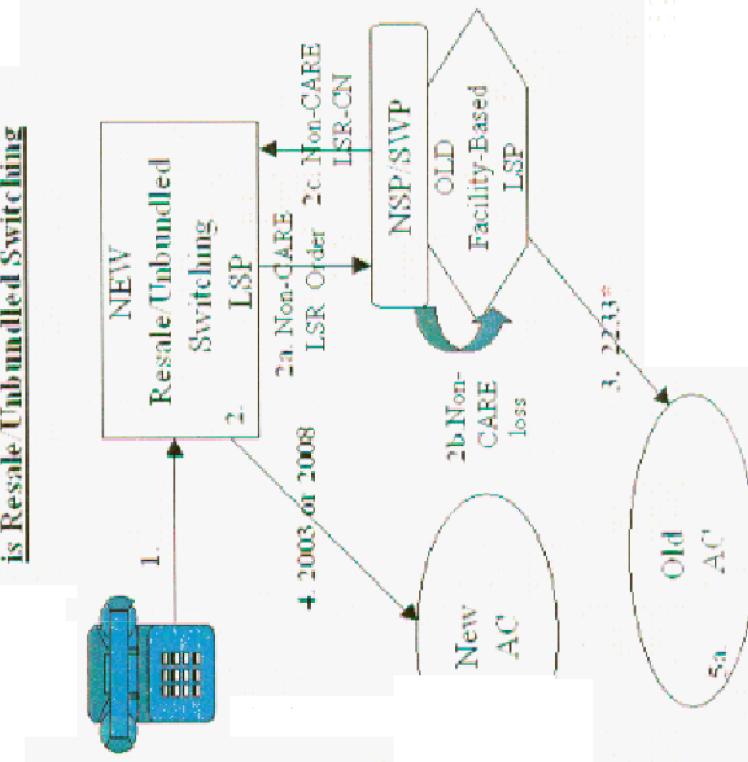
These scenarios depict the correct process to facilitate an end user's ~~to change~~ ~~new~~ service provider and, at the same time, chooses to retain or change PIC selection. Scenario is depicted utilizing two different LSP arrangements:

- Scenario SA: Old LSP is facility-based (and also functions as the NSP/SWP for the New LSP)
New LSP is Resale/Unbundled Switching
- Scenario SB: Old LSP is Resale/Unbundled Switching
New LSP is Resale/Unbundled Switching

Scenario 5:

End User Changes Local Service Provider and Retains Or Changes Existing PIC Selection ~ Order Taken By New LSP

Scenario SA: Old LSP is facility-based (and also functions as the NSP/SWP for the New LSP) and New LSP is Resale/Unbundled Switching



Scenario 5A

1. End user calls New Resale/Unbundled Switching LSP requests new local service and retain or change existing PIC selection
2. New Resale/Unbundled Switching LSP processes end user's order
- (2.a.) New LSP notifies their NSP/SWP of new local customer and advises of PIC selection order for switch provisioning via LSR process [non-CARE]
- (2.b.) NSP/SWP processes order and notifies internal [retail] operations of Loss [non-CARE process]
- (2.c.) NSP/SWP notifies the New LSP of order completed via LSR-CN process [non-CARE]
3. Old LSP notifies Old AC end user changed his LSP [CARE 2233*]
4. New LSP notifies New AC of PIC selection [CARE 2003 or 2008]
5. Old & New AC's process notifications

(5a.) Old AC updates account as end user left LSP - identity of New LSP may or may not be provided to Old AC. Old AC does not know if the End User retained or changed his PIC at his New LSP - Old AC waits (X days) to see if New LSP sends notice to Old AC indicating it is retained as the PIC selection as to not disrupt billing and PIC services

(5b.) New AC processes order - establishes end user account and initiates billing for PIC services - New AC could be the Old AC if end user did not change PIC selection with LSP change LSP is provided on this record

* The 2233 CARE TCSI does not communicate the status of end user's PIC selection - whether retained or changed with the migration to the new LSP. Sometimes the identity of the new LSP is provided on this record.

Scenario 5:

End User Changes His Local Service Provider and Retains Or Changes Existing PIC Selection ~ Order Taken By New LSP

Scenario 5B: Old LSP is Resale/Unbundled Switching and New LSP is Resale/Unbundled Switching

Scenario 5B

1. End user calls New Resale/Unbundled Switching LSP to request new local service and retain or change his existing PIC selection provisioning via the LSP process [non-CARE]
2. New Resale/Unbundled Switching LSP processes the end user's order

(2a.) New LSP notifies then NSP/SWP of new local customer order and advises of PIC selection order for switch

provisioning via the LSP process [non-CARE]

(2b.) NSP/SWP processes order and notifies Old LSP of Loss [non-CARE process]

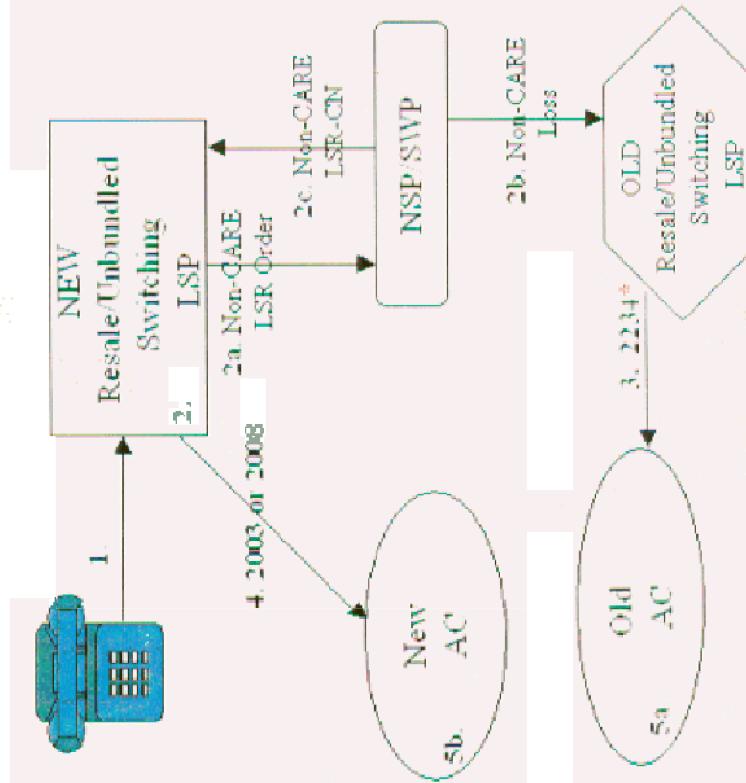
(2c.) NSP/SWP notifies the New LSP of order completed via the LSR-CTN process [non-CARE]

3. Old LSP notifies Old AC end user terminated the resale arrangement [CARE 2234*]
4. New LSP notifies New AC of PIC selection [CARE 2003 or 2008]

5. Old & New ACs process orders

(5a.) Old AC does not know if end user retained or changed his PIC selection at New LSP. Old AC updates account information as end user has left LSP - *identity of New LSP is not communicated to the Old AC - Old AC waits (X days) to see if New LSP sends Old AC a PIC selection notice indicating AC retained as to not disrupt billing and PIC services*

(5b.) New AC processes order - establishes end user account and initiates billing for PIC services - New AC could be the *Old AC if end user did not change PIC selection with LSP change known by the Old LSP.*



* The 2234 CARE TCSI only communicates the termination of the LSP arrangement for the WTN. The status of the end user's PIC selection - whether retained or changed is not known by the Old LSP.

Scenario 6:

**End User Changes Local Service Provider, Ports Existing Telephone Number
and Retains Or Changes Existing PIC Selection ~ Number Portability
~ Order Taken by New LSP**

These scenarios depict the correct process to facilitate an end user's request to change local service provider, port existing telephone number to new LSP and retain or change PIC selection.

Scenario depicts two different LSP arrangements:

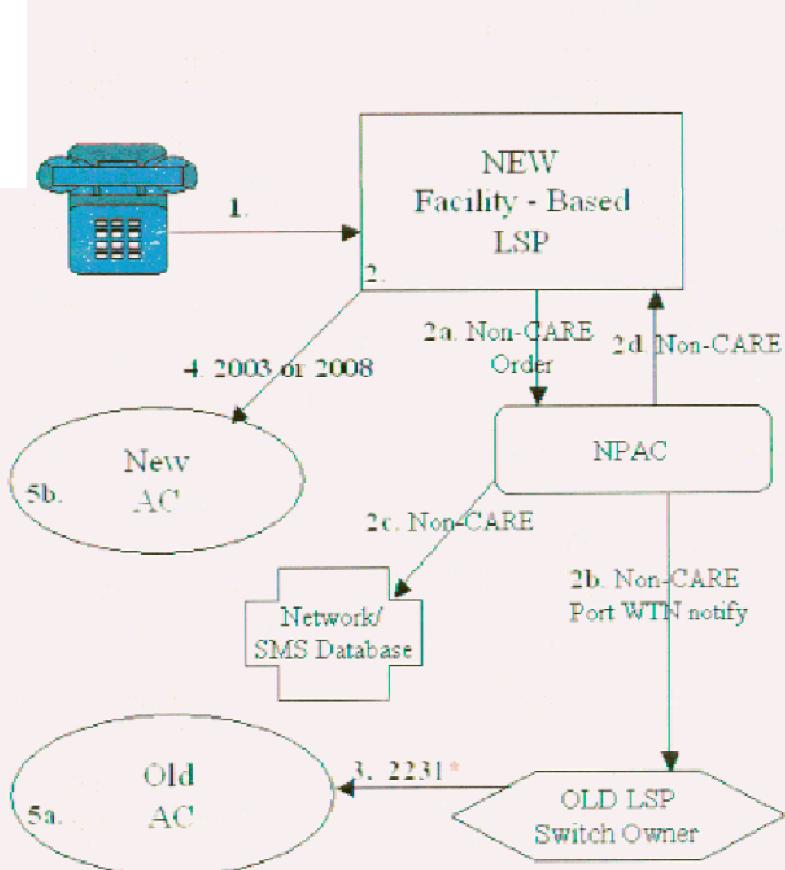
- Scenario 6A: Old LSP is facility-based and New LSP is facility-based [Number Portability]

- Scenario 6B: Old LSP is Resale Unbundled Switching and New LSP is facility-based [Number Portability]

Scenario 6:

End User Changes Local Service Provider, Ports Existing Telephone Number and Retains Or Changes Existing PIC Selection ~ Number Portability~ Order Taken By New LSP

Scenario 6A: Old LSP is facility-based and New LSP is facility-based [Number Portability]



Scenario 6A

1. End user calls New Facility-Based LSP to request new local service, port existing telephone number and change PIC selection
2. New LSP processes the end user order
 - (2a.) New LSP notifies NPAC to establish local number portability arrangement [non-CARE process]
 - (2b.) NPAC contacts Switch Owner/Old LSP to coordinate conversion of telephone number to New LSP switch [non-CARE process]
 - (2c.) NPAC provisions network [non-CARE process]
 - (2d.) NPAC confirms to New LSP completed number conversion [non-CARE process]
3. Old LSP notifies Old AC end user has ported his telephone number and service to a new LSP [CARE 2231*]
4. New LSP notifies New AC of PIC selection [CARE 2003 or 2008]
5. Old & New AC's process notifications
 - (5a.) Old AC updates account ~ end user transferred to new LSP and ported his telephone number ~ *identity of New LSP may or may not be known to Old AC ~ Old AC waits (X days) to see if New LSP sends Old AC a PIC selection notice indicating AC retained as to not disrupt billing and PIC services*
 - (5b.) New AC processes notification, establishes end user account and initiates billing for PIC services ~ *New AC could be the Old AC if end user did not change PIC selection with LSP change and telephone number port*

* 2231 CARE TCSI only communicates the termination of the LSP arrangement due to transfer to New LSP and porting of the WTN. The status of the end user's PIC selection - whether retained or changed is not known by the Old AC.

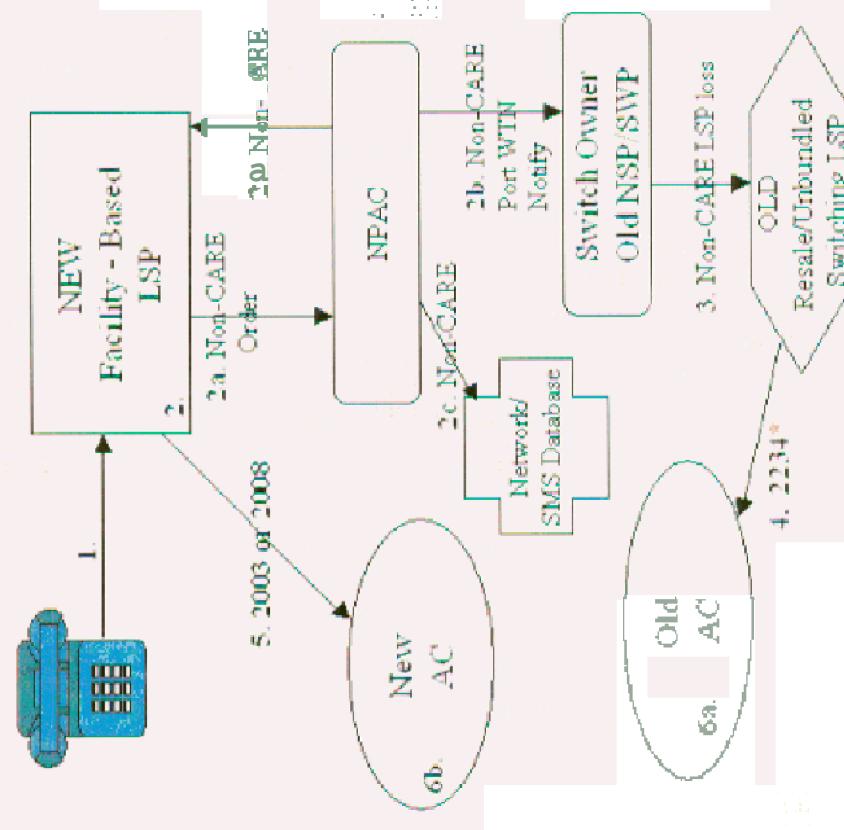
Scenario 6:

End User Changes Local Service Provider, Ports Existing Telephone Number and Retains Or Changes Existing PIC Selection ~ Order Taken By New LSP

Scenario 6B: Old LSP is Resale/Unbundled Switching and New LSP is facility-based & Number Portability

Scenario 6B

1. End user calls New Facility-Based LSP to request new local service, port existing telephone number and change PIC selection
 2. New LSP processes end user order
 - (2a.) New LSP notifies NPAC to establish local number portability arrangement [non-CARE process]
 - (2b.) NPAC contacts Switch Owner/Old NSP/SWP to coordinate conversion of telephone number to New LSP switch [non-CARE process]
 - (2c.) NPAC provisions network [non-CARE]
 - (2d.) NPAC confirms to New LSP completed number conversion [non-CARE process]
 3. Switch Owner/Old NSP/SWP notifies Old Resale/Unbundled Switching LSP of line loss [non-CARE]
 4. Old LSP notifies Old AC end user has terminated the resale arrangement [CARE 22.34*]
 5. New LSP notifies New AC of PIC selection [CARE 2003 or 2008]
 6. Old & New ACs process notifications
- (6a.) *Old AC does not know if the end user retained or changed his PIC selection at New LSP ~ Old AC updates account as end user has left LSP - identity of New LSP is not communicated to the Old AC ~ Old AC waits [X days] to see if New LSP sends Old AC a PIC selection notice indicating AC retained as to not disrupt billing and PIC services*
- (6b.) *New AC processes order - establishes end user account and initiates billing for PIC services ~ New AC could be the Old AC if customer did not change PIC selection with LSP change and telephone number port*



* 2234 CARE TCSI only communicates the termination of the LSP arrangement for the WTN. The status of the end user's PIC selection - whether retained or changed, is not known by the Old LSP.

Scenario 7:

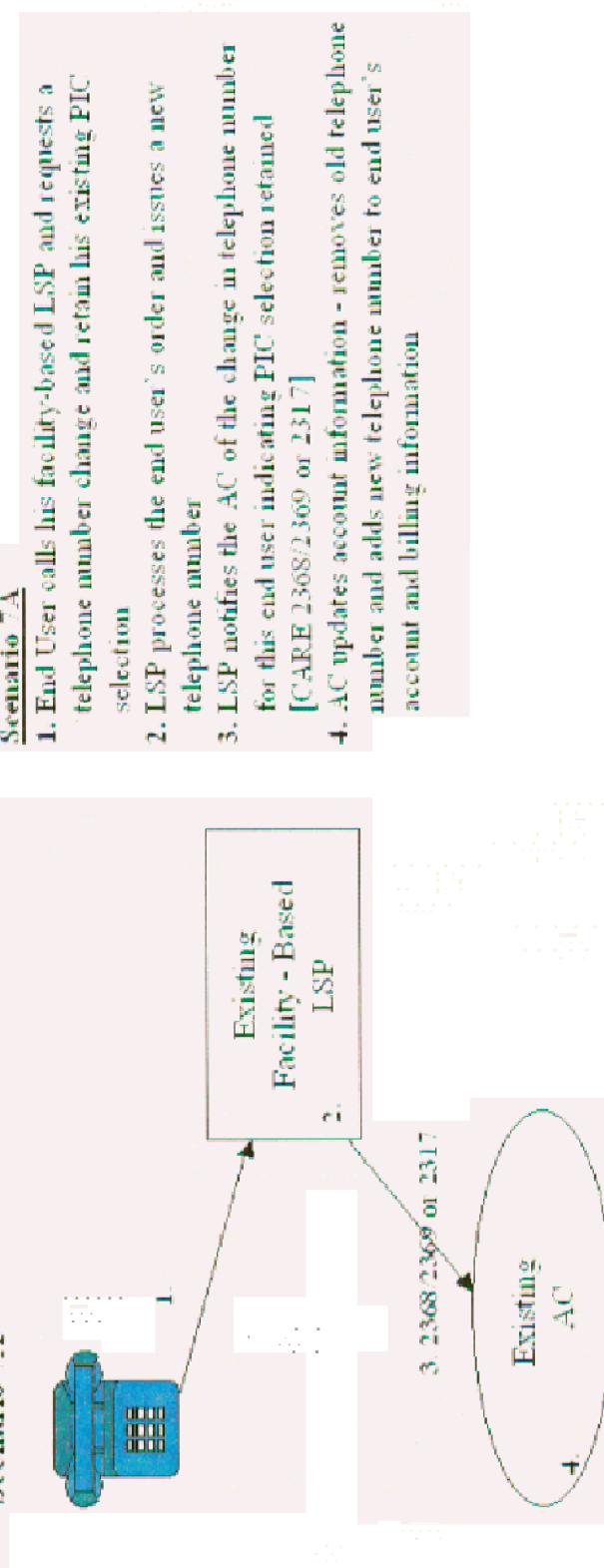
End User Changes Telephone Number and Retains Existing PIC Selection on New Number ~ Order Taken By LSP

These scenarios depict the correct process to facilitate an end user's request to change telephone number and retain his existing PIC selection.

Scenario depicts two different LSP arrangements:

- Scenario 7A: LSP is facility-based
- Scenario 7B: LSP is Resale Unbundled Switching

Scenario 7A

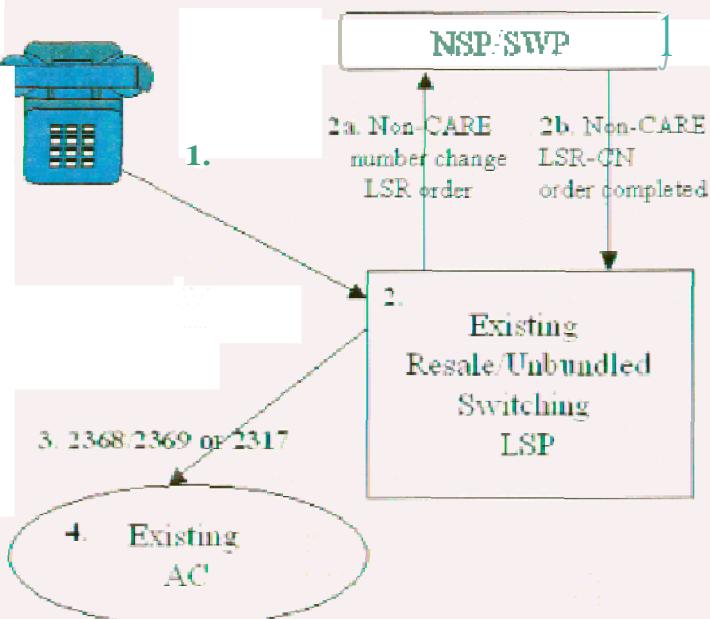


Scenario 7: End User Changes Telephone Number and Retains Existing PIC Selection on New Number ~ Call Taken By LSP

These scenarios depict the correct process to facilitate an end user's request to change telephone number and retain his existing PIC selection. Scenario depicts two different LSP arrangements:

- Scenario 7A: LSP is facility-based
- Scenario 7B: LSP is Resale/Unbundled Switching

Scenario 7B



Scenario 7B

1. End User calls his Resale/Unbundled Switching LSP and requests a telephone number change and retain his existing PIC selection
2. LSP processes the end user's order and issues a new telephone number
 - (2a.) LSP notifies NSP/SWP of number change order for switch provisioning via LSR process [non-CARE]
 - (2b.) NSP/SWP processes order and confirms order complete to LSP via LSR-CN process [non-CARE]
3. LSP notifies the AC of the change in telephone number for end user [CARE 2368/2369 or 2317] indicating PIC selection retained
4. AC updates account information - removes old telephone number and adds new telephone number to end user's account and billing information

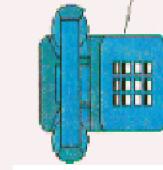
Scenario 8: End User Changes Telephone Number and Changes PIC Selection ~ Order Taken By LSP

These scenarios depict the correct process to facilitate an end user's request to change telephone number and PIC selection. Scenario depicts two different LSP arrangements:

- * Scenario 8A: LSP is facility-based
- * Scenario 8B: LSP is Resale/Unbundled Switching

Scenario 8A

Existing Facility-Based LSP



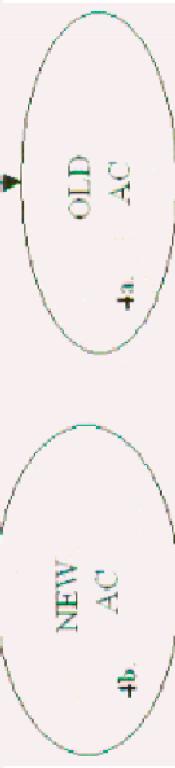
1.

2.

3.

4.

1. End User calls his Facility-Based LSP and requests a new telephone number and change PIC selection
2. Facility-Based LSP processes the end user's order and establishes new telephone number
3. LSP notifies the Old AC and New AC of PIC selection change
 - (3a.) LSP notifies the Old AC of the loss [CARE 2203]
 - (3b.) LSP notifies the New AC of the PIC selection with the new telephone number [CARE 2008 or 2003]
4. ACs process the notifications
 - (4a.) Old AC updates end user information and discontinues billing for PIC services
 - (4b.) New AC establishes end user account and initiates billing for PIC services



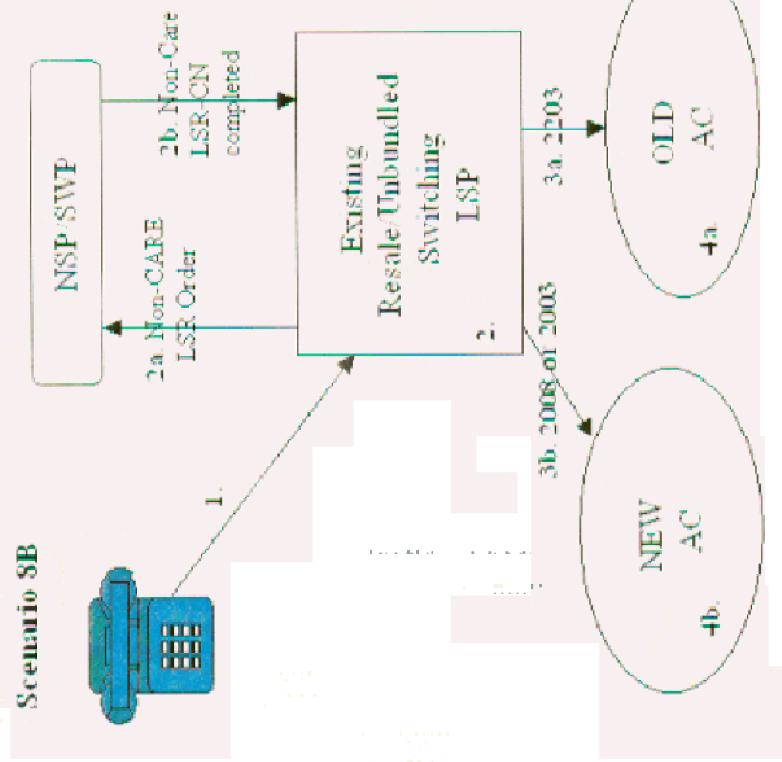
Scenario 8: End User Changes Telephone Number and Changes PIC Selection ~ Order Taken By LSP

These scenarios depict the correct process to facilitate an end user's request to change telephone number and his PIC selection. Scenario depicts two different LSP arrangements:

- Scenario 8A: LSP is facility-based
- Scenario 8B: LSP is Resale Unbundled Switching

Scenario 8B

1. End User calls his Resale Unbundled Switching LSP and requests a new telephone number and a change of PIC selection
2. Resale Unbundled Switching LSP processes the end user's order and establishes new telephone number
 - (2.a.) Resale Unbundled Switching LSP notifies then NSP/SWP of the number change order and PIC selection order for switch provisioning via the LSR process [non-CARE]
 - (2.b.) NSP/SWP processes the order - Notifies the LSP of the number and PIC selection change completed via the LSR-CN process [non-CARE]
3. LSP notifies the Old AC and New AC
 - (3.a.) LSP notifies the Old AC of the loss [CARE 2203]
 - (3.b.) LSP notifies the New AC of the PIC selection with the new telephone number [CARE 2008 or 2003]
4. ACs process the notifications
 - (4.a.) Old AC updates end user information and discontinues billing for PIC services
 - (4.b.) New AC establishes end user account and initiates billing for PIC services



4

| | |
|---------|---|
| Acronym | Definition |
| ATIS | Alliance for Telecommunications Industry Solutions |
| BNA | Billing Name and Address |
| BTN | Billing Telephone Number |
| CARE | Customer Account Record Exchange |
| CLFC | Competitive Local Exchange Company [Local Service Provider] |
| FCC | Federal Communications Commission |
| IICO | Independent Telephone Company [Local Service Provider] |
| ILEC | Incumbent Local Exchange Company [Local Service Provider] |
| ISI | Industry Support Interface |
| IXC | Interexchange Carrier [a.k.a. Access Customer] |
| LEC | Local Exchange Company [a.k.a. Local Service Provider] |
| LNP | Local Number Portability |
| LSOC | Local Service Ordering Guidelines |
| LSOP | Local Service Ordering & Provisioning Committee |
| LSP | Local Service Provider [a.k.a. Local Exchange Company] |
| LSR | Local Service Request |
| LSR-CN | Local Service Request - Completion Notice |
| NPA/C | Number Portability Administration Center |
| PUC | Primary Interexchange Carrier |
| SI | Status Indicator |
| SMS | Service Manager System |
| SWP | Switch Provider [a.k.a. Network Service Provider] |
| TC | Transaction Code |
| TCS | Transaction Code Status Indicator |
| WTN | Working Telephone Number |

GLOSSARY OF TERMS

SECTION 3